

HR Policy

P033 A1

Workplace violence and aggression policy

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1 Purpose

The safety of our workforce and our customers is our highest priority. Our people have the right to work without fear of being assaulted, abused, or threatened. They must never accept this as a part of their jobs. This policy outlines our commitment to protecting our people, and roles and responsibilities for TfL employees, in line with our [Vision and Values](#).

2 Scope

For the purposes of this policy work-related violence and aggression relates to incidents occurring between an employee and a member of the public. In the event of incidents occurring between employees this will normally be dealt with under the Harassment and Bullying Policy, Discipline at Work Policy and/or Code of Conduct.

This policy applies to all employees working for Transport for London (TfL) and its subsidiary companies.

3 Definitions

The Health and Safety Executive defines work-related violence and aggression as any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Incidents where the person is targeted outside of work because they are seen to work on the transport network are also included.

Work-related violence and aggression can take many forms including physical assault, spitting, verbal abuse, threatening behaviour (including road rage), hate crime and sexual offences. It can occur in person, over the phone, in writing and through social media.

4 Statement

TfL deplores any form of violence or aggression against our people. TfL recognises the impact of violence and aggression and the negative outcomes it can have on individuals and their health and wellbeing, confidence, job satisfaction, motivation, work performance, their personal life, as well as the organisation as a whole.

This policy complements TfL's strategy for eradicating work-related violence and aggression.

5 Requirements

TfL will take an organisation-wide approach to eradicating workplace violence and aggression against our people. Through strong leadership and working in partnership with our recognised trade unions, our people, and the police, we will work to prevent incidents from occurring in the first place; and support our people when they are a victim.

As TfL, we commit to:

- Preventing work-related violence and aggression by:
 - Putting the safety of our people first.
 - Investing in measures to support and protect the personal safety of our workforce, such as body worn video, CCTV, and training where it reduces risk.

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- Working with the police and other partner organisations to tackle the common triggers of work-related violence and aggression.
- Supporting our people by:
 - Helping our people to report incidents and then participate in the subsequent investigation, including giving our people who are victims and witnesses time in their working day to complete interviews, statements and attend court.
 - Investing in measures that make reporting easy and accessible to employees.
 - Prioritising the welfare of our people after an incident so that they feel cared for and have access to occupational health and well-being support where this is needed.
 - Guiding our people through any investigation and justice process.
 - Working with the police to identify perpetrators, hold them to account and to push for the strongest penalties possible and support police efforts to obtain court orders for persistent or high harm offenders.
- Learning and improving by:
 - Conducting incident reviews using business area processes, so we can identify where further support is required and learn lessons to help us improve our measures for keeping our people safe.
 - Working together with our people on the implementation of measures that reduce the risk of violence and aggression occurring in the first place and ensuring that is reflected in risk assessments.

6 Responsibilities

All TfL employees have a role in tackling work-related violence and aggression and keeping themselves and each other safe.

All employees must:

- Comply and be familiar with all aspects of this policy.
- Have responsibility for their own behaviour. Acting professionally and in line with TfL's Code of Conduct and offering good customer service can help to reduce conflict in some situations. Employees must not act in a way that incites or increases the likelihood of violence and aggression.
- Be alert to the potential for work-related violence and aggression and take action to resolve it early or whenever possible. This includes following local safety and conflict management instructions and guidance; and making a supervisor or manager aware of any potential problems.
- Comply with any local procedures/arrangements for body worn video, and other personal safety equipment, as well as risk assessments for their role.
- Report incidents of work-related violence and aggression promptly using local reporting procedures for their business area. Serious incidents must be reported to managers/supervisors and the police immediately.
- Support TfL/Police investigations and criminal justice processes to hold offenders to account.



- Consider the impact of work-related violence and aggression incidents on their health and wellbeing, and seek support from their manager/supervisor, Occupational Health or the Work-related Violence and Aggression Reduction Team if needed.
- Support and contribute to initiatives that aim to tackle work-related violence and aggression and improve employee safety.
- Wherever possible, employee must seek to de-escalate a situation and if that doesn't work move to a place of safety. Under law, people are able to use reasonable force to defend themselves. Should an employee suddenly be faced by an immediate threat of serious violence, they are entitled to use such force as is 'reasonably necessary' in the circumstances. Any force used must be proportionate to the level of threat or assault they are facing. In a self-defence situation, the aim of using force must be to create a window of opportunity for escape for themselves and/or their colleague/s.
- Employees will be supported where their use of force to protect themselves is necessary, proportionate, and lawful and in line with TfL's code of conduct. Body worn video evidence and CCTV footage can help to clear the employee of any wrong doing should a counter allegation be made against them.

All managers and supervisors must:

- Ensure their employees are aware of the policy, are informed of where to access a copy and understand it.
- Ensure that work-related violence and aggression is included within the appropriate risk assessment for each role and business area; and to keep it up to date.
- Ensure that employees have the appropriate training and equipment for their role and the level of risk they face.
- Treat any reports of or concerns about work-related violence and aggression seriously and respond to them promptly. Wherever possible, they must resolve incidents before they escalate.
- Provide employees with time within their working day to report incidents and support TfL and police investigations of work-related violence and aggression.
- Work collaboratively with the police and the Work-related Violence and Aggression Reduction Team to support investigations to bring offenders to justice.
- Review incidents to ensure that any learning to prevent future incidents is captured and shared in line with SHE and local safety review procedures and with the Work-related Violence and Aggression Reduction Team. Promote a positive organisational and just culture where managers/supervisors and employees can discuss and learn from incidents in a fair and constructive manner.
- Support victims and employees witnesses following an incident and direct them to appropriate support such as Occupational Health or the Work-related Violence and Aggression Reduction Team. Employee absence as a result of being a victim of an incident will not normally contribute to any attendance at work infringements



as outlined in the Attendance Policy. Employees can also access the trauma support via [Using the mental health services](#).

The Work-related Violence and Aggression Reduction Team will:

- Lead on the implementation of the Work-related Violence and Aggression Strategy and report on progress to TfL's Safety, Sustainability and Human Resources Panel (SSHR).
- Identify common causes of workplace violence and aggression and work with specialist teams, work-related violence operational delivery leads, local management and trade unions to reduce these.
- Provide support, advice and guidance as required to victims and managers/supervisors on issues relating to work-related violence and aggression.
- Support police and TfL investigations of incidents to bring offenders to justice.
- Review the effectiveness of this policy and audit compliance with the requirements stated herein.

The role of the Work-related Violence and Aggression Steering Group (chaired by Director of Compliance, Policing, Operations and Security) is to:

- Oversee progress on the delivery, implementation, and impact of the pan-TfL strategy to eradicate work-related violence and aggression.
- Provide strategic direction to prioritise efforts to tackle work-related violence and aggression.

The Safety, Health and Environment Team will:

- Ensure that processes are in place for reporting, risk assessing and investigating work-related violence and aggression, and reviews are undertaken in line with Management System requirements for continuous improvement and learning.

7 Support and advice

Support and advice can be obtained through speaking to your manager/supervisors, the Work-related Violence and Aggression Reduction Team, SHE or HR Services. Where specific specialist guidance is required regarding medical issues, Occupational Health should be contacted. Employees can also access the trauma support via [Using the mental health services](#).

8 Person accountable for this document

Name	Job title
Martin Boots	Head of Employee Relations

9 Definitions / Abbreviations

Term	Definition
SHE	Safety, Health & Environment
SSHR	Safety, Sustainability and Human Resources Panel



10 References

Document no.	Title or URL
P087	TfL Bullying and Harassment Policy and Procedure
PR1013	LU Bullying and Harassment Procedure
P026	RfL (I) Ltd Bullying and harassment policy
P094	ST Ops Grievance policy and procedure (including bullying and harassment)
P140	Former TL harassment and bullying policy and code of practice
P090	TfL Discipline at Work Policy and Procedure
5-256	LU Discipline Standard
P027	RfL (I) Ltd Discipline at work policy
P089	ST Ops Disciplinary policy
P141	Former TL Disciplinary procedure
P078	TfL Code of Conduct
S5254	LU Code of Conduct
P085	TfL Attendance at work policy and procedure
PR1010	LU Attendance at Work Procedure
P025	RfL (I) Ltd Attendance at work policy and procedure
P086	ST Ops Attendance at work policy and procedure
P145	Former TL Long term sickness absence procedure

11 Document History

Issue no.	Date	Changes	Author
A1	May 2022	This new policy - Workplace Violence and Aggression supersedes content from P101 (section 7) and S5265 as per CR-15957.	Mandy McGregor / Donna Prendergast